

Applicant Instructions: This matrix is presented as a study aide to assist you in your preparation for the written job knowledge promotional examination for Communications Captain with the Houston Fire Department. The top ten job tasks performed by the Communications Captain are listed on the left hand side of the page, and each Source Material is listed by title (only) on the top of this document (1-5). To identify what to study from any particular source and how to apply what you study to the test, follow down the sheet to read what portions/ chapters of the source are related to each critical job task. For example, as you study Source 1 think about how Chapter X might help you "Monitors and maintains operation of Computer Assisted Dispatch System." Please note that examination questions will NOT be verbatim from the sources and will not be answerable by rote memorization. Correctly answering examination questions will require you to use the facts and information presented in these sources as they apply to the critical job tasks.

		Source 1	Source 2	Source 3	Source 4	Source 5
	Communications Captain	<u>The Human Challenge</u>	<u>Diversity in Organizations</u>	<u>9-1-1 Emergency Communications Manual</u>	<u>Guidelines Vol. I & II.</u> <u>Accountability Manual.</u> <u>Administrative Procedure.</u> <u>Executive Order 1-50</u>	<u>Rules and Regulations Volume II</u>
1	Monitors and maintains operation of Computer Assisted Dispatch System.	Chapters 4, 8-12, 14-16	Chapters 1-16	Units 1-10	I-01, 09, 10, 33 II-06, 18, 29, 33	II-06, 18, 29, 35, 42
2	Dispatches sufficient life support personnel with medical equipment and transportation capability, based on the initial report of the emergency and HFD protocol.	Chapters 2-8, 11,14-16	Chapters 1-16	Units 1-10	I-01, 09, 10, 33 II-06, 18, 29, 41, 42	II-06,18, 29, 33, 35, 41
3	Ensures receipt and retransmission of all alarms and requests for help.	Chapters 1, 3-8, 11, 14-16	Chapters 1-16	Units 1-10	I-09, 10 II-06, 18, 29	II-06, 18, 29, 35, 41, 42
4	Relays all pertinent information to responding companies and/or the Command Post.	Chapters 1-8, 11, 14, 15	Chapters 1-16	Units 1-10	I-09, 10 II-06, 18, 29, 35, 42	II-02, 03, 06, 18, 29, 41, 42
5	Reports equipment breakdowns promptly.	Chapters 1, 4, 6, 14, 16	Chapters 1-16	Units 1-10	I-10, 16 II-06, 18	II-06, 18, 33
6	Ensures request for help of a non-emergency nature receives appropriate response.	Chapters 1, 2, 4-8, 11, 14, 16	Chapters 1-16	Units 1-10	I-01 II-06, 18	II-06, 18, 29, 41, 42
7	Receives all HFD vehicle accident and injured fire fighter reports, initiate investigations and completes the forms and notifies all required personnel on the HFD forms. Submits completed forms to Sr. Captain Communications.	Chapters 1, 3, 4, 6, 7, 11, 14, 16	Chapters 1-16	Units 1-10	I-01, 06, 10, 16 II-06, 18	II-06, 18
8	Maintains status of all emergency fire department units (HFD Unit Status map).	Chapters 1, 4, 6, 8, 12, 14, 18	Chapters 1-16	Units 1-10	I-09, 10 II-06, 18 EO 1-50 Accountability Manual 2-7 Administrative Procedure 2-3	II-06, 18, 29, 33
9	Responds to requests for incident information from citizens, field supervisors, police officers, etc	Chapters 1, 3-8, 11, 13-16	Chapters 1-16	Units 1-10	I-04, 09 II-06, 18	II-06, 18, 29
10	Advises the Sr. Captain for the need of possible back-in assignment.	Chapters 1-4, 6, 8, 10, 11, 14-16	Chapters 1-16	Units 1-10	I-09 II-06, 18	II-06, 29